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Attorney's Docket No. 9259-2

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re: Bares et al.

Serial No.: 10/076,963

Filed: February 15, 2002

For: METHODS, SYSTEMS, AND COMPUTER PROGRAM PRODUCTS FOR  
PROVIDING AUTOMATED CUSTOMER SERVICE VIA AN INTELLIGENT  
VIRTUAL AGENT THAT IS TRAINED USING CUSTOMER-AGENT  
CONVERSATIONS

Confirmation No.: 1465

Group Art Unit: 2654

Examiner: Matthew C. Kern

Date: June 16, 2005

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**REQUEST FOR RECONSIDERATION**

Sir:

Applicants provide the present Request for Reconsideration in response to the Official Action mailed March 16, 2005.

**A listing of the claims** begins on page 2 of this paper.

**Remarks** begin on page 6 of this paper.

It is not believed that an extension of time and/or additional fee(s), including fees for net addition of claims, are required, beyond those that may otherwise be provided for in documents accompanying this paper. In the event, however, that an extension of time is necessary to allow consideration of this paper, such an extension is hereby petitioned under 37 C.F.R. §1.136(a). Any additional fees believed to be due in connection with this paper may be charged to our Deposit Account No. 50-0220.